

DIRECTOR CHILD SUPPORT SERVICES AGENCY

DEFINITION

Under the general administrative direction of the Board of Supervisors directs, manages, supervises, and coordinates the programs and activities of the Local Child Support Services Agency programs and services. Supervises agency staff and manages program operations. Performs other duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Board of Supervisors. Exercise direct supervision over professional, technical and clerical staff.

EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following:

Plans, organizes, coordinates and directs the operation for the Glenn County Local Child Support Agency based on administrative policy direction provided by the County Board of Supervisors, Federal, State and County laws, regulations and policies.

Plans, organizes, directs and implements agency goals, and objectives. Recommends and administers policies and procedures.

Acts as a liaison between the county governing body, other local Child Support Agencies, and other governmental agencies to include the State Department of Child Support Services, and the public.

Directs and manages the operational budget of the department; communicates with the Department of Child Support Services fiscal division to assure the county child support budget is balanced at the state and county level; directs the forecast of funding levels needed for staffing, equipment, materials and supplies; monitors the expenditures of the department, implements mid-year budget adjustments as needed.

Oversees the development and maintenance of complex automated case management and account computer system.

Analyzes, interprets, and evaluates the effects of federal and state laws, regulations and policies as pertaining to the operations of the department and implements appropriate programs in accordance with state and federal regulations and policies.

Manages, directs and supervises assigned staff to include assigning work, handling employee problems, counseling, including appropriate disciplinary actions up to and including termination.

Director Child Support Services Agency
Rev.- 09/29/02
Rev.- 02/12/06
Rev.- 01/01/07
Rev.- 07/01/07
Rev.- 01/01/08
Rev.- 02/03/13

Res. #2002-83
Res. #2006-06
Res. #2006-93
Res. #2007-03
Res. #2007-03
Res. #2013-08

Review federal and state regulations concerning program mandates and establishes plans to implement appropriate programs pursuant to and in accordance with these same regulations; establish appropriate guidelines and directions to staff to implement program components, goals and review criterion.

Coordinates the provisions of the services offered by the child support program and facilitates good working relationships and resolves problems in interagency relationships.

Coordinates and manages the development, selection, evaluation, and training of personnel.

QUALIFICATIONS:

Knowledge of:

Principles of personnel management, supervision, training and performance evaluation.

In depth understanding of the child support programs and system.

Federal, state, local government laws, regulations, and policies applicable to the child support program.

Principles and practices of budgeting.

Program and project management, long range planning and customer service.

Current management theory, practice and organizational development.

General operations and functions of local government services; principles and practices of supervision and management and negotiating techniques.

Ability to:

The ability to exert effort typical to normal office environment.

The ability to plan, organize, delegate, and prioritize work.

Develop, interpret and apply policy; establish, modify and adjust goals and priorities.

Provide clear and effective direction to staff.

Interpret and apply federal, state and local policies, procedures, laws, codes and regulations.

Communicate effectively orally and in writing.

Gain cooperation through discussion and persuasion.

Represent the department and County with tact and diplomacy.

Establish and maintain effective working relationships with County departments, other agencies, private contractors, business and the public.

EXPERIENCE AND TRAINING GUIDELINES:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five years of increasingly responsible management level experience in a child support enforcement program, including budget preparation, long range planning, and account receivable management; or 5 years of increasingly responsible management level experience in a complex service organization that includes budget preparation, long range planning, and account receivable management, and which provided knowledge of public sector child support enforcement programs. Three years of the required 5 years of management level experience must be in a supervisory capacity.

Substitution of experience for education: Additional qualifying experience may be substituted for the required education on a year for year basis totaling 5 years.

Training

Graduation from an accredited college with a Bachelor's Degree in Business, Public Administration or a closely related field.

LICENSE OR CERTIFICATE:

Possession of, or ability to obtain, an appropriate, valid California driver license.

Classification Code:	0186000
Bargaining Unit:	04
FLSA Status:	N
Workers' Compensation Code:	7720
Pay Table:	CNTY
Range:	487